

Q. If I am eligible, will the Child Care Subsidy Program cover my full child care costs?

- A.** You may be eligible to receive full or partial monthly subsidy based on your family's circumstances. The [Child Care Subsidy Rate Table](#) lists the maximum subsidy rates. You are responsible for paying any difference between the subsidy you receive and your child care provider's fee.

Q. What is a Child Care Subsidy Benefit Plan?

- A.** A benefit plan describes the amount and length of time a parent is eligible to receive subsidy, lists all the children in the family receiving child care from a particular child care provider for whom Child Care Subsidy has been authorized, and provides the necessary information to complete and submit monthly claims for payment using Child Care Subsidy claim forms.

Q What is the 'Parent Portion'

- A** Depending on your income, you may be eligible for a full or partial subsidy. If your income exceeds the approved amount to qualify for a full subsidy, the amount you are eligible for would be less; the difference between these two amounts is what we term as the 'parent portion'.

For example: Your care provider charges \$850 and the maximum subsidy rate for that type of care is \$550. The following table shows the difference between a full subsidy with no parent portion and a partial subsidy with parent portion.

	Full Subsidy with no parent portion	Partial Subsidy with parent portion
A) Care provider rate	\$850	\$850
B) Potential maximum subsidy for type of care chosen (from Rate table)	\$550	\$550
C) Percentage of eligible subsidy based on income	100%	60%
D) Amount of eligible subsidy (B x C)	\$550	\$330
E) 'Parent portion' paid to care provider by parent (B-D)	\$0	\$220
F) Balance owing to care provider paid by parent (A-D-E)	\$300	\$300
G) Total amount paid by parent to care provider (E+F)	\$300	\$520

Q I want to change my child care provider, what do I need to do?

A: Have your new Child Care Provider complete the [Child Care Arrangement form](#). Both you and the Child Care Provider sign the form and fax it to the centre. Ensure start dates are complete and hours of child care needed for all children.

Q My child attends school now, how does that change the amount of my Child Care Subsidy?

A: Once your child reaches school age (5 years old), the hours of child care required decreases while they attend school. The amount of Child Care Subsidy also decreases to reflect this change. See [rate table](#) for Child Care Subsidy amounts.

Q. Why do I need to provide the names and birthdates of my other children who do not need child care?

A. Providing this information is to your benefit as family size is one of the factors used for calculating subsidy eligibility and approved amounts.

Q. Can I continue to receive Child Care Subsidy if I become unemployed?

A. If you become unemployed, contact the Child Care Subsidy Service Centre right away to find out if you are still eligible. If you will be looking for new employment or have another reason for child care you will be required to submit proof of your reason for child care to continue.

Q. Do I have to inform the Child Care Subsidy Centre if my circumstances change and what happens if I don't?

A. You must notify the [Child Care Subsidy Service Centre](#) immediately of all changes in your family's circumstances such as employment, marital status, number of dependants, address, family income, and change of child care provider.

Failure to report changes is an offence under the Child Care Subsidy Act and may result in suspension of your Child Care Subsidy, recovery of fees paid on your behalf and/or legal action. If you are not sure what changes to report, please contact [Child Care Subsidy Service Centre](#).

Q. Do I have to submit an application if my social worker referred me to Child Care Subsidy?

A. Yes, applicants who have been referred by their social worker must complete a [Child Care Subsidy Application form](#) and a [Child Care Subsidy Child Care Arrangement form](#). If you are still uncertain, please call the Child Care Subsidy Service Centre at 1 888 338-6622.

Q. What is the Special Needs Supplement?

A. The Special Needs Supplement is additional assistance provided to parents who are eligible for Child Care Subsidy and have a child designated with special needs who requires child care. A child with special needs means a child who has a physical,

intellectual, emotional, communicative or behavioural impairment, and who requires additional support services because of that impairment.

Q. How much is the Special Needs Supplement?

- A. The Special Needs Supplement provides up to \$150 per month towards the cost of child care. The total combined amount of Child Care Subsidy and the Special Needs Supplement cannot exceed the child care provider's daily or monthly rates.

Q. How do I claim the Child Care Subsidy if I have been determined eligible for child care to be provided in my home?

- A. Please refer to the [How to Claim the Child Care Subsidy](#) guide where you can find step-by-step instructions on claiming the Subsidy in all child care types, including care provided in your home.

Q. Who do I contact to provide feedback about Child Care Subsidy?

- A. Contact the Child Care Subsidy Service Centre at 1 888 338-6622 and ask to speak to a Community Liaison/Quality Assurance Officer.